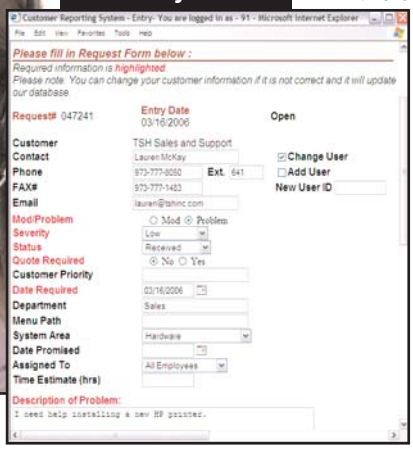
CRS- Customer Reporting System

TSH's versatile customer helpdesk software improves efficiency, profitability and customer satisfaction.

CRS allows Customer Service Reps to respond faster and more efficiently.



TSH's **CRS** (Customer Reporting System) is designed to help you better manage customer and internal requests throughout your organization. Originally developed to manage large scale software implementations, CRS evolved into the helpdesk software used internally by TSH. Having seen the system's value first-hand, TSH is now making this technology available to our customers.

CRS allows you to easily and efficiently manage all customer requests in one central location. All critical information is available to all involved parties. Requests may be entered by customer service agents (employees) or the customers themselves (via secure web access). The request is then transferred to a Customer Service Rep to address the issue. The Rep can update the call as often as necessary to keep the customer in the loop. Customers can also update the request with additional information. Managers and administrators can check the status and look up details of the request at any time to track progress. When the issue is resolved, CRS serves as a solution database for your staff and customers.

The CRS system is an extremely versatile product with many applications. The most popular being **customer service management**. Let's look at some of the advantages of using CRS in this scenario.

Two ways to place a call: Customers can enter a call directly via secure log-in and password to access your CRS system. This eliminates the need to have a customer service rep field calls. At any time, your customers can go your CRS website and enter a request, such as a need to resolve a problem, change an order, etc. They can also update a request, add information, or inquire about other open and closed requests. Customer Service employees monitor the site to see when new calls arrive. They also receive email alerts to notify them of a pending call. The CSR can already have a solution in mind when they respond to the customer. Alternately, customers can call in their requests to a customer service rep who then enters the request into the system.

Improved call management: As calls come in, a manger reviews the calls and assigns them to the person who is best able to resolve the issue. Alternately, the system can automatically assign the call to a rep.

More efficient distribution of information and no lost paperwork: CRS provides a clear and easy mechanism for call notes or comments to be added to each request. As the call moves from initiation to resolution, the customer service rep can quickly enter comments while working on the request. The customer can log in to see the progress so they know that their issue is being resolved. There is an internal comment area that is only viewable by employees. At anytime, anyone with appropriate access; a customer, an employee, or a manager can check on the progress and status of any request. With CRS, **all pertinent information is kept in one electronic file, practically eliminating the chances of important data being misplaced**.

Easy sharing of information equals greater customer satisfaction: All parties involved in the call can be e-mailed with updates on progress and resolution of the call keeping everyone up to date on the current situation. This includes managers who can now easily track the progress of individual workers and the time spent resolving requests. Customers see that someone is actively tending to their request, resulting in is greater customer satisfaction. In addition, CRS frees up valuable employee time so that they can actually be working on resolving a request rather than spending time on the phone giving progress reports.

Each customer can create email distribution lists to update all concerned parties on the progress of requests. CRS allows you to maintain lists by department to expedite the flow of information for each call. Multiple department lists are maintained by depart

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ment or the type of request. For example, for shipping problems, people in the shipping department are notified. For quotes, management gets copied.

Web access for better work flow: With CRS, all calls are in a central location accessed via the web. Customers, Customer Service Reps and managers can all log in to check on the status of any request at any time. This way, no one call is dependent on a single person and progress can continue even if that person is out sick or on vacation. Managers can check on all requests for all customers and employees from one web page, from any location.

You decide how to use it: As with all TSH software, CRS is extremely versatile. You decide the status codes based on how you want to use the system. In a customer service environment, you may have status codes of: Received (call received) In Progress, Manger Review, Information Pending, Approval Pending, Completed. In a technical support scenario you may have additional codes such as: Quoted, Programming, and User Testing.

Knowledge Base: As an added benefit, the CRS system **creates a knowledge base of past issues.** Authorized users can log into the system and look up past calls to see their resolution. This reduces time spent on duplicate calls leading to greater employee efficiency and job satisfaction.

Management Reporting: In addition to allowing mangers to keep up to date on call progress with email alerts, the **CRS system provides critical reporting tools for management**. These tools facilitate better follow-up and allow for more precise analysis of performance. Reports can be exported to familiar software formats such as Excel and PDF as well as plain text format. You can search the database using combinations of variable criteria such as Specific Customer(s), Range of dates, and request number.

Administration: Users designated as administrators for your CRS system have the option to view **all** requests for their company. Employee administrators can manage all calls for all customers and sort by items such as: Client, Call Type, Employee assigned to call, Call status.

Integration: The CRS system can be integrated into Case programming tools (for IT departments), Timesheets and/ or professional services billing software creating even greater efficiency throughout your enterprise.

While the CRS system is perfect for a customer service environment as described above, it has many other applications. CRS can help manage both large and small projects. These include in-house issues such as technical (IT department) requests, and marketing and sales assignments. Because of the system's versatility, it may be used for inter-department purposes as well, such as shipping/warehouse, and order issues. The possibilities are endless.

Regardless of how you choose to use your CRS system, the benefits are many. All requests are managed from a single location reducing the chances of items being neglected or lost. All involved parties receive progress reports to your specification. The system is easily customized and integrated to suit your specific needs. And, all this comes to you from the proven software provider, The Systems House, Inc. a company with over 25 years of experience providing superior software and support to our distribution customers. Clearly the CRS system from TSH will translate into greater efficiency, better customer satisfaction and increased profitability for your company.

For more information on CRS and Master Distribution System from The Systems House, Inc., contact TSH at 1-800-MDS-5556, or email sales@tshinc.com

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